



DEPARTMENT OF THE NAVY  
NAVY RECRUITING COMMAND  
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COMNAVCRUITCOMINST 2061.2B  
N63  
17 June 2011

COMNAVCRUITCOM INSTRUCTION 2061.2B

From: Commander, Navy Recruiting Command

Subj: TELECOMMUNICATIONS SERVICES

Ref: (a) OPNAVINST 2060.8  
(b) OPNAVINST 2100.2  
(c) OPNAVINST 2201.3  
(d) NAVCOMTELCOMINST 2066.1  
(e) COMNAVCRUITCOMINST 5239.1  
(f) NAVSUP P-485, Paragraph 5105

Encl: (1) NAVCRUIT 2061/1 Rev 5-08), NAVCRUITCOM  
Headquarters Telecommunications Order/Service Request  
(2) Department of Defense (DoD) Policy Regarding the Use  
of DoD Telephones for Personal Telephone Calls  
(3) Long Distance Dialing Procedures for NAVCRUITCOM  
Headquarters (HQ)  
(4) Long Distance Dialing Procedures for NAVCRUITCOM  
Subordinate Commands  
(5) NAVCRUIT 2050/1, NAVCRUITCOM Custody Card for  
Cellular Phones, Blackberrys and Air Cards  
(6) Instructions for Ordering Local and Long Distance  
Telephone Service for NAVCRUITCOM Subordinate  
Commands

1. Purpose. To establish guidelines governing the management and administration of all telecommunications services, equipment, and systems for NAVCRUITCOM HQ and subordinate commands, per references (a) through (f).

2. Cancellation. COMNAVCRUITCOMINST 2061.2A.

3. Policy

a. Telecommunication equipment and services shall be provided to meet actual needs. Command requirements will be the primary consideration in determining the daily use of telecommunications equipment and services.

b. The use of DoD telephone systems (including calls over commercial systems/equipment which will be paid for by the

government) is limited to the conduct of official business. Supervisors at every level are responsible for ensuring that all telecommunications equipment and services are used for official business.

c. Communications policy compliance will be an area of interest during Command Information Management, Inspector General, Resource Management and Logistics inspections, assistance, and training visits.

4. Responsibility. The Director, Information Technology/ Telecommunications Department (N6) is responsible for the management and administration of Information Technology (IT) to include the telecommunications program. The telecommunications program includes local and long distance service, data communications, cellular telephones (including Blackberrys and wireless AirCards), pagers, phone cards, and Voice Over Internet Protocol (VOIP)/.

a. NAVCRUITCOM shall:

(1) Provide funding for local and long distance approved telecommunications requirements for NAVCRUITCOM HQ and its subordinate commands.

(2) Provide funding for cellular phone service requirements for NAVCRUITCOM personnel.

(3) Establish policy and guidance governing the acquisition, management, and control of all telecommunications services for COMNAVCRUITCOM.

(4) Designate in writing a Telecommunications Service Control Officer (TSCO). The Telecommunications Program Manager is the TSCO for NAVCRUITCOM.

b. NAVCRUITCOM HQ Department Heads and Navy Recruiting Region (NAVCRUITREG) Commanders shall:

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(1) Submit all telecommunications requests to the TSCO utilizing enclosure (1). The request shall be routed through the Department Head or NAVCRUITREG chain-of-command and forwarded to N6 for final approval and procurement.

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(2) Ensure that all personnel in their control are indoctrinated in the telephone operating procedures outlined in enclosures (2) and (3).

(3) Ensure that the Defense Switched Network (DSN) is used to the maximum extent possible.

c. NAVCRUITCOM subordinate Commanding Officers shall:

(1) Ensure that all personnel in their control are indoctrinated in the telephone procedures for NAVCRUITCOM and the DoD policy outlined in enclosures (2) and (4).

(2) Ensure supervisors at every level are held responsible for the proper use of official telephone services.

(3) Submit the Annual Telephone Line Review, Report Control Symbol NAVCRUIT 2060-1 to NAVCRUITCOM HQ, N63 by 1 July. This will be used to assist N6 in submitting budgetary requirements for the next fiscal year. The review shall list the total number of lines at Navy Recruiting subordinate activities. It should also include the total number of recruiting and support personnel working at the NAVCRUITDIST and other subordinate locations. Additionally, the report will include a review, and update as necessary, of the Collect Calling Enhanced Call Routing (ECR) system, as noted in paragraph 13.b.(3). Prior to the report due date, guidance specific to the particular Fiscal Year will be provided regarding unique action items to be addressed for that year.

(4) Appoint in writing, a Telephone Control Officer (TCO) to closely monitor telephone use and costs, and at a minimum, the TCO's responsibilities include those listed in paragraph 4.e. A copy of the appointment letter will be forwarded to NAVCRUITCOM, N6.

d. The NAVCRUITCOM TSCO shall:

(1) Maintain, acquire, and manage all telecommunications services for NAVCRUITCOM HQ/NAVCRUITREG. (R)

(2) Acquire all cellular telecommunication services for NAVCRUITCOM activities located in the Continental United States (CONUS) via the Fleet Industrial Supply Center San Diego (FISCSD) contract, as noted in reference (b).

(3) Provide funding for all local and long distance telecommunications services for all NAVCRUITCOM subordinate commands.

(4) Receive consolidated billings for all local and long distance telecommunications services for all NAVCRUITCOM commands and ensure payment.

(5) Review, approve, and process all HQ departmental requests and justification for telecommunications equipment and services.

(6) Appoint in writing a HQ TCO to closely monitor telephone use and costs.

(7) Maintain an accurate inventory of all telephones, lines, features, cell phones, and calling cards and conduct an annual inventory of all NAVCRUITCOM HQ/NAVCRUITREG telecommunications equipment. Although telephones are not required to be entered into the NAVCRUITCOM minor property inventory database, an accurate count of existing telephone assets will be maintained.

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(8) Maintain an accurate inventory of the total number of lines and features for each NAVCRUITCOM subordinate command.

(9) Certify all bills for cell phones and local and long distance services for all of NAVCRUITCOM, ensuring payment each month. Local TCOs will certify all services paid from local budgets where funds have been provided by NAVCRUITCOM HQ (i.e. telephone services provided by government installations or overseas).

e. The TCO shall:

(1) Be appointed in writing by the NAVCRUITCOM TSCO, NAVCRUITREG Commander or NAVCRUITDIST Commanding Officer, depending on location.

(2) Analyze command communication requirements and put in place an action plan to support the command's telecommunications requirements.

(3) The subordinate command TCOs will budget annually on 1 July for the following:

(a) Any locations not supported by Networx/TOPS, such as NAVCRUITCOM activities located on government installations or outside CONUS. Funds will be provided by NAVCRUITCOM, N6.

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(b) Equipment replacement/maintenance. Funds will be provided by NAVCRUITCOM, N6.

(c) Cell phone accessories for all personnel to include production recruiters. With the exception of cellular phone belt clips, requests for accessories will be sent to NAVCRUITCOM, N6 for approval.

(d) Service provided by local public works departments. Funds will be provided by NAVCRUITCOM, N6.

(4) Order local, long distance, and cell phone services for their respective command.

(5) Review monthly telephone bills for local and long distance service for the following and will use billing summary software to validate all telephone numbers assigned to their NAVCRUITCOM subordinate commands or NAVCRUITCOM HQ:

(a) unofficial calls

(b) analyze volume/purpose of long distance calls

(c) analyze calls in excess of 15 minutes

(d) analyze repeated calls to the same number

(e) analyze operator-assisted/credit card calls

(f) analyze calls made outside of normal work hours

(6) Provide notification to GSA TOPS and Verizon, identifying who is authorized to request service for the command.

(7) Maintain an accurate inventory of all telephone equipment (excluding cell phones), lines and features.

(8) Recommend ways to improve telephone efficiency while reducing telephone costs.

(9) Personally control the use of calling cards. Refer to paragraph 8 for specific responsibilities.

(10) Certify all bills for local and long distance services paid from local budgets where funds have been provided

by NAVCRUITCOM, N6 (i.e. telephone services provided by government installations or overseas).

f. The NAVCRUITCOM subordinate command LSO shall:

(1) Maintain an accurate inventory of all cellular telephones for their command. For those cellular cell phones, including wireless aircards, that are issued by JRMS, the JRMS web based application, [www.jrms.org](http://www.jrms.org), may be used for this purpose. For cellular phones issued by the Navy Marine Corps Intranet (NMCI), the NMCI Enterprise Tool (NET) system will be utilized.

(2) Ensure cellular telephones are issued utilizing the NAVCRUIT 2050/1, NAVCRUITCOM Custody Card for Cellular Phones, enclosure (5).

(3) Follow and adhere to the cell phone instructions contained on the JRMS web site, JRMS Customer User Guide.

(4) Ensure that a DD Form 200, Financial Liability Investigation of Property Loss, is completed for all missing, lost, or stolen cell phones and submit to the Commander or Commanding Officer for determination of financial liability. Consistent with the requirements of reference (b), authorized users are responsible for reimbursing the government for the replacement cost of a lost cellular telephone if the loss was due to their negligence.

## 5. Telephone Networks

### a. GSA Networkx

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(1) Definition: GSA Networkx is a flexible, dedicated long-distance network for the exclusive use of GSA and government agencies. Networkx provides interstate long distance telephone service. Higher authority such as GSA or Naval Computer and Telecommunications Command (NCTC) coordinate acquisition of major services or equipment. Local telephone service is obtained through the GSA TOPS Web site (<https://topsorder.ftsbilling.gsa.gov/>).

### (2) Background:

(a) All federal activities are required by law to use Networkx for interstate long distance commercial service and

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Verizon is NAVCRUITCOM's primary inter-exchange carrier (GSA Networkx). (R)

(b) GSA is the Networkx contract manager (R)

(c) Verizon is the current contracted long distance service provider

(3) Network Elements:

(a) On-Net: Calls made from phones located on a military installation.

(b) Virtual On-Net (VON): Long distance calls are automatically routed over the Networkx network. (R)

(c) Off-Net: Calls from an outside location such as a pay phone or hotel are routed through the Networkx network by use of Networkx calling cards. (R)

(4) Switched Voice Network features. The Networkx program provides numerous services. Only the basic features (i.e., call completion, calling cards, credit adjustments) are provided without charge. Optional features are high tech, but also expensive, and should therefore be forwarded to the NAVCRUITCOM TSCO for prior approval. Contact the regional GSA representative for ordering information. (R)

b. Defense Switched Network. DSN is the principal long-haul voice communications network of the Defense Communications System (DCS). Defense Information System Agency (DISA) is the executive agent for DSN for the DoD. NCTC is the Navy manager for DSN and pays the usage costs for Navy activities. DSN serves most installations in the Continental United States (CONUS), including many activities frequently called by Navy Recruiting personnel. DSN calls can sometimes be placed to locations not having DSN service by calling the operator at the military installation closest to the location being called and asking the operator to place an official off-net call.

c. Centrex Type Systems. Centrex is an off-premise electronic key system. It is a service provided by various local telecommunication firms, which means it must be competitively bid. The switch is centrally located within the geographic area and is the property of the vendor. In some cases, DSN service can be obtained through Centrex (subject to

approval by NCTC). GSA operated switches have Centrex capability. Check with the region GSA representative for details.

## 6. Telecommunications Security

a. Communications and Information Security is the responsibility of all hands at all levels of the chain of command and is governed by reference (e).

b. Communications security training will be provided by the command Information Systems Security Officer (ISSO) at least annually.

c. The discussion of classified information on any government non-secure communication device is strictly prohibited.

d. The monitoring or recording of any telephone conversation without prior consent of all parties to the conversation is prohibited. Monitoring or recording also applies to the use of speakerphones and telephone extensions.

## 7. Cellular Telephones/Pagers/Beepers

a. Cellular Telephones. Cellular telephones have the potential to be a valuable mission-enhancing tool and may enhance productivity of personnel; however, their significant expense warrants careful control. These assets must be used properly if the command is to support mission accomplishment, safeguard personnel, and avoid excessive charges. Management and enforcement of cellular phone usage is a command responsibility. Unauthorized and/or excessive use will be investigated and referred for appropriate action.

(1) Cellular telephones are government property and therefore must be accounted for in the same manner as minor property. In addition to the cellular phone inventory maintained in the JRMS online application, activities will ensure that cell phones are issued and accounted for utilizing the NAVCRUIT 2050/1, NAVCRUITCOM Custody Card for Cellular Phones, (enclosure (5)). The LSO will keep custody cards on file.

(2) Cellular telephones are considered an IT resource. Cellular telephones will be authorized per paragraph 11.d for production recruiters and 11.e for support personnel.



(3) Costs incurred on personally owned cellular phones for NAVCRUITCOM personnel may not be reimbursed unless prior written authorization has been obtained from N6. If approved, the SF 1164, Claim for Reimbursement for Expenditures on Official Business, will be utilized. This reimbursement is only intended for unique, one time instances, such as substituting for a non-working government issued cellular telephone during replacement period. Regular usage of personally owned cellular telephones for official business is not authorized.

(4) Cellular telephones for production recruiters will be procured and funded by N6. The cellular phones have been programmed with a local telephone number and are targeted to a specific Recruiting Station Identification (RSID) and/or zone. Assignment of these cellular phones shall be to recruiters at the locations designated.

(5) Use of cellular telephones is governed by the following:

(a) Cellular telephones will be used for conducting official government business when access to other telephone facilities and government modes of communication are not possible or practical. Excessive use of cell phones may result in unprogrammed additional charges such as exceeding contract minutes.

(b) Cellular phones will not be used to make long distance calls outside of the United States or its protectorates as they generate excessive charges.

(c) Long distance credit card calls will not be made over a cellular telephone.

(d) The FISCSO contract for cellular telephones for production recruiters is intended to allow recruiters to make contact with a potential lead quickly and efficiently. Directory assisted calls are very costly, and as a result, are PROHIBITED. In extreme cases where a directory assisted call from a cell phone is necessary, charges will be funded by the respective NAVCRUITDIST.

(e) Text messaging for production recruiters is authorized. Text messaging is only authorized for official business. Subordinate commands will monitor use of text messaging closely to keep costs within allotted budget.

(f) Most of the cellular telephone providers under the FISCSD contract offer various services and features, such as text messaging, call forwarding, and download capability for ring tones and other offerings. These services and features, when utilized, result in fees being assessed. Therefore, with the exception of text messaging for production recruiters, use of these services and features is strongly discouraged, unless they are deemed essential to recruiting efforts. The associated costs for these services and features are monitored closely and if costs escalate in the future, they may no longer be authorized, and the costs will be passed on to the appropriate subordinate activity. Some of these features, such as call forwarding, may be restricted by the cellular telephone service providers. Check with JRMS for further information.

(g) The individual assigned a cellular phone is responsible for safeguarding against unauthorized use. Stolen/missing cellular telephones must be reported to the designated representative immediately so that service can be cancelled to preclude illegal use/charges.

(h) Personnel shall only distribute the cellular telephone number to individuals who have a need to call on official Government business. However, employees may distribute the number to individuals who may need to contact them in the event of an emergency (e.g., family, neighbors, child care providers, etc.).

(i) Cellular telephone users may use the cellular telephone for "Authorized Personal Use" providing the personal use does not create "significant additional expense" to the government, and complies with reference (b). "Authorized Personal Use" shall include brief communications made by employees while they are traveling on official government business to notify family members of official transportation schedule changes or an emergency.

(j) All cellular users will adhere to military installation policy and local and state law, as applicable, on cellular use while operating a government, commercial, or personal motor vehicle. Vehicle operators on a DoD Installation and operators of Government owned vehicles shall not use cellular telephones unless the vehicle is safely parked or unless they are using a hands-free device. The wearing of any other portable headphones, earphones, or other listening devices (except for hand-free cellular phones) while operating a motor

vehicle is prohibited. Use of those devices impairs driving and masks or prevents recognition of emergency signals, alarms, announcements, the approach of vehicles, and human speech. DoD Component safety guidance should note the potential for driver distractions such as eating and drinking, operating radios, CD players, global positioning equipment, etc. Whenever possible this should only be done when the vehicle is safely parked.

1. Hands-free devices include console-dash-mounted or otherwise secured cellular phones with integrated features such as voice-activation, speed dial, speakerphone or other similar technology for sending and receiving calls.

2. Driver use of any portable, personal listening device worn inside the aural canal, around or covering the driver's ear while operating a government motor vehicle, is prohibited.

(k) Cellular phones must be safeguarded and should never be left unsecured in an open area. If not in use, they should be secured in a locked room or desk. When carried out of the office they will be kept in the user's possession.

(l) Disposal of cellular phones. All cellular phones, regardless of condition, will be inventoried and disposed of per the following guidelines:

1. Cellular phones that are in working order, and were issued via JRMS, will be inventoried and mailed to JRMS at Lockheed Martin Enterprise Solutions and Services, 285 Dunlop Blvd SW, Building 500, Suite E, Huntsville, Alabama 35824.

2. Cellular phones in non-working order, and all cellular phones, including Blackberrys, issued by NMCI, will be inventoried and disposed of per the instructions contained in reference (f). Transfer to Defense Reutilization and Marketing Office (DRMO). All Wireless Aircards will be disposed of via DRMO.

b. Pagers/Beepers. Beepers/Pagers may be purchased within budgetary limitations at the discretion of the TSCO for NAVCRUITCOM HQ and the Commander/Commanding Officer for subordinate commands. NAVCRUITCOM approval is not required for the purchase of beepers/pagers.

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## 8. Networx Telephone Calling Cards

a. The TCO for NAVCRUITCOM HQ will manage, issue, inventory, and control the use of calling cards for all HQ personnel.

b. All other NAVCRUITCOM commands will determine the minimum number of calling cards required for their use. The TCO shall control the use of calling cards. In other words, the TCO and the individual holding the card will be the only personnel with the knowledge of the particular Personal Identification Number (PIN #). This authority may not be delegated below the TCO. The TCO's responsibilities include:

(1) Establishing an accounting system for the cards. A locally developed logbook may be developed as long as it does not include the PIN numbers.

(2) Provide training to cardholders regarding procedures and responsibilities. Emphasize the use of government phones or cellular phones when possible. Obtain and maintain signatures of cardholders acknowledging understanding of all regulations.

(3) Ensure calling cards no longer required are cancelled immediately. This includes cards that are missing, lost or stolen. A request to cancel the cards will be sent to the NAVCRUITCOM TSCO. In addition, a DD Form 200, Financial Liability Investigation of Property Loss, will be completed for all missing, lost, or stolen calling cards. A copy of the completed investigation will be forwarded to the NAVCRUITCOM TSCO and the original maintained in the command files for audit purposes.

## 9. Data Communications

a. Primary data communications connectivity for NAVCRUITCOM is provided via the Defense Information Systems Agency (DISA) on Military installations, and by the Navy Program Management Office (PMO) for all NAVCRUITCOM installations located in commercial facilities. All data connectivity provided will be in support of the Navy and Marine Corps Intranet (NMCI). NMCI is a Department of Navy (DoN) information technology (IT) initiative to deliver comprehensive, end-to-end information services through a common, secure computing and communications environment. The capability and performance of NMCI will extend to all United States Navy (USN) and U.S. Marine Corps (USMC) installations, bases, posts, camps, stations, activities and

locations. Implementation of the NMCI throughout NAVCRUITCOM is an ongoing process and specific instructions and policy guidance is contained in Navy PMO directives. All requests for data communications connectivity will be forwarded to NAVCRUITCOM, N6 for further action.

b. Data communications connectivity, for personnel who frequently travel, is by wireless air card. Acquisition of air cards is specifically funded and obtained via N6.

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10. Telecommunications Management in the Navy Recruiting Command. Commanders are responsible for proper use of official telephone service. To establish and maintain control, a management program will be put in place which includes, but is not limited to the following:

- a. Instructions and written guidance.
- b. Points of contact (including name, title and telephone number) for local, long distance and cellular telephone service.
- c. All contract numbers related to telephone invoices.
- d. List of monthly billing numbers.
- e. List of all phone numbers at the command, identifying particular type of line i.e., voice, fax, modem, VTC, etc.
- f. List/copies of all line features.
- g. Establishing procedures to ensure that all personnel are required to read and acknowledge policy regarding use of government telephone service.
- h. Orientation training for newly assigned personnel.
- i. Ensure all personnel read and understand this regulation, ensuring the provisions of this instruction are enforced.
- j. Ensure that all personnel who make unofficial calls, reimburse the government for the cost of the call plus associated taxes, when applicable. Commanding Officers will ensure repeated violators are counseled and/or disciplined as appropriate.

11. Contracting/Requesting Communication Service. All requests for communication services will be processed through the TSCO, approved by N6 for NAVCRUITCOM HQ/NAVCRUITREG, processed through the TCO and approved by the Commanding Officer for all other NAVCRUITCOM subordinate commands. Actions which result in ordering, procurement of equipment, services, modification or installation of equipment, services from a servicing telephone company without prior authorization constitutes an unauthorized commitment and is STRICTLY PROHIBITED. TCOs must be aware that other local, or long distance carriers, that solicit business must be referred to N6. (R)

a. The NAVCRUIT 2061/1, NAVCRUITCOM Headquarters Telecommunications Order/Service Request, (enclosure (1)), will be utilized by all NAVCRUITCOM HQ/NAVCRUITREG personnel to request the following: (R)

(1) a new or additional voice, fax, modem, or telephone line

(2) a permanent cellular telephone, Blackberry, or Wireless Air Card

(3) a temporary cellular telephone or Wireless Air Card

(4) a telephone card

(5) toll-free number

(6) a pager/beeper

(7) to change/transfer/modify an active phone line or voice mail. **Note:** Voice mail is not authorized at recruiting stations if it results in a recurring service charge. In those cases, answering machines will be used.

(8) local service/long distance service (GSA Networkx), other than newly reported personnel (R)

All services listed above, with the exception of item (7) require Department Head/Commanding Officer approval for the service. For NAVCRUITCOM HQ requests, this approval cannot be delegated. N6 has final approval authority for all NAVCRUITCOM HQ/NAVCRUITREG communications order/service requests. (R)

b. Communications Service Requests for NAVCRUITCOM HQ. Upon approval of request for local or long distance service, the

TSCO will submit the order for service to the Base Communications Office (BCO) located at NSA Mid-South for processing.

c. Requests for telephone line moves at NAVCRUITCOM HQ/NAVCRUITREG may utilize either the online web site called Footprints (<https://footprints.cnrc.navy.mil/group.html>), and create a ticket, or submit an NMCI Move and Change (MAC) request to N6. (R)

d. Instructions for obtaining local and long distance telephone service for NAVCRUITCOM subordinate commands are contained in enclosure (6). Telephone service allowance will be determined by N6 and will be based on needs of the command and the current fiscal situation. Changes to allowance criteria will be promulgated by separate correspondence, such as the Annual Telephone Line Review as noted in paragraph 4.c.(3). (R)

e. Cellular Phone Service for the Production Recruiters

(1) Cellular telephone service for production recruiters located in CONUS is provided via the FISCSD contract. If CONUS recruiters are located in areas where the providers listed under the FISCSD contract can not provide adequate cell phone coverage, a waiver is required to obtain cell service from a different vendor. All waiver requests will be forwarded to the NAVCRUITCOM TSCO for further action.

(2) Cellular telephone service for production recruiters located Outside CONUS will be ordered and managed by the applicable NAVCRUITDISTs. Funding for the cellular phone service will be provided by NAVCRUITCOM, N6.

(3) Requests for cellular phone service will be entered and submitted via the JRMS Web site ([www.jrms.org](http://www.jrms.org)) by the TCO or designated cell phone point of contact (POC). JRMS will verify order information and forward it to GSA for processing. All requests for a replacement cellular telephone, additional cellular telephones or a change in service, or any other issue regarding cellular telephones will be routed to JRMS for processing. Once JRMS has processed the order, the information will be entered into the JRMS Web site for the NAVCRUITCOM subordinate command location. To check the status of orders, review the JRMS Web site.

(4) Cellular phones are pre-programmed for a specific recruiting station location prior to shipment and are packaged

and shipped to the NAVCRUITDIST that supports each Recruiting Station RSID, for further distribution by the NAVCRUITDIST to a specific recruiter.

(5) Production recruiter allowance of cellular telephones is based on the following criteria:

(a) All production recruiters are eligible for a cell phone.

(b) If the recruiters are in a off-production status (i.e., assigned to a support position, limited duty, medical situation, temporary additional duty, etc.), they are not eligible for a production recruiter cellular telephone. The cellular telephone will be returned to the LSO and service cancelled if the absence will exceed 30 days.

(c) All requests for production recruiter cell phones where the total eligible recruiter personnel exceed the NAVCRUITDIST inventory of cell phones in JRMS, will be forwarded to the NAVCRUITCOM TSCO for final approval/disapproval. The web based online program, Personnel Status Report (PSR), will be utilized to make these determinations.

(d) When production recruiters transfer from the command, TCO/Cell Phone POCs will ensure that the assigned cellular telephone service is cancelled in JRMS.

(6) Specific guidance and procedures for ordering, receiving, and deploying production recruiter cell phones is provided on the JRMS web site, JRMS Customer User Guide.

f. Cellular Phone Service for NAVCRUITCOM support personnel (other than production recruiters).

(1) Cellular phone service for support personnel is provided via the FISCSO contract or NMCI.

(2) For NAVCRUITCOM HQ/NAVCRUITREG personnel, the NAVCRUIT 2061/1, NAVCRUITCOM Headquarters Telecommunications Order/Service Request, (enclosure (1)), will be utilized to request cellular telephones, Blackberrys, or Air Cards.

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(3) For NAVCRUITCOM subordinate commands, requests for support cellular phone service will be entered and submitted via the JRMS Web site ([www.jrms.org](http://www.jrms.org)) by the TCO or designated cell phone point of contact (POC). JRMS will verify order



information and forward it to the appropriate cellular provider for processing. All requests for a replacement cellular telephone, additional cellular telephones or a change in service, or any other issue regarding cellular telephones will be routed to JRMS for processing. Once JRMS has processed the order, the information will be entered into the JRMS Web site for the NAVCRUITCOM subordinate command location. To check the status of orders, review the JRMS Web site.

(4) Support allowance of cellular telephones for NAVCRUITCOM subordinate commands is based on the following criteria:

(a) Support cell phone allowance will be determined by N6 and will be based on needs of the command and the current fiscal situation. Changes to allowance criteria will be promulgated by separate correspondence. (R)

(b) Baseline allowance for subordinate commands is 10, plus a Blackberry provided to the Commodore/Commanding Officer, Executive Officer, Command Master Chief, Chief Recruiter, Officer Program Officer, and Enlisted Program Officer. The issuance of Blackberry or similar smart phones will be strictly controlled by N6, with no exception. (R)

(c) Any requests for a change in allowance will be forwarded, along with justification, to the NAVCRUITCOM TSCO for final approval/disapproval. If further review is desired, a Point Paper with justification will be forwarded to the NAVCRUITCOM Deputy, via the NAVCRUITCOM TSCO, for final determination. This criteria also applies to requests for Blackberrys and/or Wireless Air Cards.

(d) When support personnel transfer from the command, TCO/Cell Phone POCs will ensure that the assigned cellular telephone service is cancelled in JRMS.

## 12. Bill Payment Procedures

a. NAVCRUITCOM N6 will fund all telecommunications services for NAVCRUITCOM HQ and its subordinate commands.

b. Special Communications. Funding for the following exceptions will be administered by special communications:

(1) Any locations not supported by Networx/TOPS (i.e. overseas, located on government installations, etc.). (R)

(2) Equipment replacement/maintenance.

(3) Cell phone service for production recruiters located in areas not supported by the FISCSD contract.

(4) Service provided by local public works departments.

(5) Other requirements not budgeted by HQ TSCO.

Funds for these exceptions will be provided to the subordinate commands, who in turn, will complete funding documents to the appropriate telecommunications supporting activities, and track expenditures.

Monthly bills for all services not identified above will be brought to the attention of the NAVCRUITCOM HQ TSCO for further action. If original invoices are mailed to subordinate command locations for payment, forward them to N6 for processing and payment. NAVCRUITCOM HQ TSCO will certify all monthly billings not identified above to ensure proper and timely payment to all vendors.

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c. Local Telephone Service

(1) NAVCRUITCOM Activities Supported by GSA TOPS.

Monthly billing information for local service is provided on the GSA TOPS Web site for each location. Although it is not required for each command TCO to certify monthly bills to ensure payment, they must utilize the procedures in paragraph 4.e. to audit, analyze, review, and verify monthly billings for local service for their command. Any suspected or documented fraudulent discrepancies noted during the verification process should be addressed to each TCO's respective chain of command for resolution and reported to the NAVCRUITCOM TSCO. File documentation should be maintained for a minimum of two years from the date of review, to show that monthly bills for local service are being reviewed on a regular basis. Contact the Regional GSA representative for questions regarding monthly billing information or to report identified billing discrepancies.

(2) Special Communications Activities. Monthly billing information is provided by the Base Communications Office (BCO) on the government installation where the NAVCRUITCOM activity is located. File documentation should be maintained to show that

monthly bills for local service are being reviewed on a regular basis.

d. Long Distance Telephone Service (Verizon).

(1) NAVCRUITCOM Activities Supported by GSA TOPS (Verizon). Monthly billing information for long distance service is provided on a CD-ROM, sent to the NAVCRUITCOM TSCO on a monthly basis. Verizon utilizes a software program called Verizon Bill Manager, which allows analysis and break down of long distance monthly service, providing detailed calling data. The NAVCRUITCOM TSCO will separate the billing and calling data by NAVCRUITCOM activities, and forward the information to each activity via email. All TCOs are required to utilize this information to audit, analyze, review and verify monthly billings for long distance service for their command. File documentation should be maintained for a minimum of two years from the date of review, that shows monthly bill, for long distance service are being reviewed on a regular basis.

(2) Special Communications Activities. Monthly billing information is provided by the Base Communications Office (BCO) on the government installation where the NAVCRUITCOM activity is located. File documentation should be maintained that shows monthly bills, for long distance service, are being reviewed on a regular basis.

e. FISCSD Cell Phone Contract. Monthly billing and service information will be forwarded by the individual cellular telephone provider to JRMS for review and analysis. Following review, JRMS will forward the corrected billing to N6 for payment, along with a report of any discrepancies noted. All incorrect billing information will be disputed with the cellular telephone providers. In addition, all NAVCRUITDISTs will be receiving call detail information for all cell phones shipped to their location. All TCOs will utilize the procedures in paragraph 4.e. to audit, analyze, review and verify monthly billings and will randomly select a sample of 10% of the cellular phone billings each month to verify against the prefix listing for each NAVCRUITCOM activity, specifically looking at unusually long calls, repetitive calls out of state, directory assistance calls, and 900, 976, etc. calls.

13. Telephone Cost Savings

a. General. The use of telephone communications is an essential but substantial expenditure to the Navy Recruiting

Command. It is the responsibility of NAVCRUITCOM HQ Department Heads, NAVCRUITREG Commanders, NAVCRUITDIST Commanding Officers and personnel at all NAVCRUITCOM levels to ensure the proper use of government procured telecommunications services and to keep telephone costs to the absolute minimum necessary to do the job without adversely impacting production. Accordingly, government telephones may be used for official use only. Limited personal calls are allowed per guidance contained in 7.a.(5)(i) and enclosure (2).

b. Collect Calls. Acceptance of collect calls at NAVCRUITCOM activities is not authorized. Collect calls are very expensive and result in additional administrative bill processing. To reduce these charges, and yet provide a means for callers to make contact with recruiters, a toll free number along with a system to reach individual recruiting stations and HQ activities has been implemented. The following applies:

(1) Collect calling is replaced by implementation of a toll free number, 1-866-628-7327. The toll free number dials into a Verizon system called Enhanced Call Routing (ECR).

(2) The ECR allows a caller, utilizing preprogrammed menus and databases, to enter the zip code of the recruiting station they are trying to reach, and be call forwarded to the main telephone line of that station. In the case of HQ activities, the caller selects from a menu and is routed to that activity.

(3) The ECR database for recruiting stations consists of a zip code and a point-to telephone number for each station. Since stations move, open, and close, the database requires occasional review and update. This review process will occur in conjunction with the Annual Telephone Line Review completed by 1 July of each year, as noted in paragraph 4.c.(3).

c. Cost Reduction Tips. Many assigned tasks performed by the TCO will help reduce telephone costs. In addition, the following actions are required:

(1) Check equipment/line/feature inventory periodically, but no less than twice per year, to ensure that the equipment, number of lines and types of features are still needed. Remove unnecessary features, lines and equipment. Any features, other than basic, requiring an additional expenditure each month (i.e. voice mail, caller ID, etc.), will be cancelled unless previously approved by the NAVCRUITCOM TSCO.

(2) Review the telephone bills carefully. Telephone bills for phone numbers contained in GSA TOPS can be viewed on a TOPS website, <https://topsbill.ftsbilling.gsa.gov>. Verify the phone company Customer Service Record against actual line/feature inventory to ensure they concur. Verify service order log against the telephone bill monthly to ensure disconnected lines and features are no longer being charged.

(3) Control new installations and feature changes. Provide GSA TOPS, via the TOPS website New LOGIN tool, a list of personnel (normally the TCO) authorized to approve these acquisitions. Under no circumstances will personnel liaison directly with the phone companies regarding changes to phone service. These requests should be directed to GSA TOPS regional representatives, or the BCO in the case of special communications locations, by the NAVCRUITCOM activity TCO.

(4) Train personnel in effective telephone management to control communications costs. Reinforce through Plan of the Week notes or other mediums.

(5) Maximize use of expanded local call area features to avoid local toll calls and consider limiting certain telephones to local call capability only.

(6) Review cellular phone Call Detail Reports, total minutes used for each individual. Monthly plans for all cellular providers currently provide for 1000 minutes and are pooled across the provider account. Therefore, the 1000 minutes per cell phone can be exceeded without incurring additional costs. Commanders/Commanding Officers are given the discretion to determine what threshold of total minutes that exceed the plan minutes, will result in further action to determine that minutes used are for the conduct of official business. TCOs will adhere to the criteria outlined in 7.a.(5)(i) and enclosure (2) in this review. Unauthorized and/or excessive use will be investigated and referred for appropriate action.

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(7) The FISCSO contract for cellular telephones is intended to allow recruiters to make contact with a potential lead quickly and efficiently. Directory assisted calls are very costly, and as a result, are PROHIBITED. In extreme cases where a directory assisted call from a cell phone is necessary, charges will be funded by the respective NAVCRUITDIST.

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(8) Use Networx/DSN for long distance calls if available.

14. Forms and Reports

a. The following forms are available from Navy Recruiting Command, N6, Millington, TN 38054, and electronically via:  
<http://www.cnrc.navy.mil/Publications/directives.htm>.

(1) NAVCRUIT 2061/1, NAVCRUITCOM Headquarters Telecommunications Order/Service Request.

(2) NAVCRUIT 2050/1 (Rev 5-08), NAVCRUITCOM Custody Card for Cellular Phones.

b. The following forms are available from the Navy Forms Online using the following web site:

<https://navalforms.daps.dla.mil/c/portal/login>

(1) DD Form 200, Financial Liability Investigation of Property Loss.

(2) SF Form 1164, Claim for Reimbursement for Expenditures on Official Business.

c. Report Control Symbol NAVCRUIT 2060-1 as required by paragraph 4.c.(3) can be submitted by email. Directions for completing the annual report are contained in paragraph 4.c.(3).

/s/

R. L. GRAF

Distribution:

Electronic only, via

<http://www.cnrc.navy.mil/Publications/directives.htm>

**NAVCRUITCOM Headquarters Telecommunications Order/Service  
Request**

Requestor: \_\_\_\_\_ Date: \_\_\_\_\_  
Code: \_\_\_\_\_ Phone No: \_\_\_\_\_  
Email: \_\_\_\_\_ Fax: \_\_\_\_\_

Request is: ☐ Temporary ☐ Permanent

Request for:

☐ Cell Phone ☐ Phone Card ☐ Air Card ☐ Toll-Free Number  
☐ New Line ☐ Old Line ☐ Headset ☐ Other \_\_\_\_\_

For New Line Request:

☐ Digital ☐ Analog Fax ☐ Analog Modem

For Old Line Request:

☐ Reset Password ☐ Caller ID Change ☐ Phone Line Move  
☐ Line Distortion ☐ Line Disconnect

Justification:

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DEPT HEAD APPROVAL ☐ YES ☐ NO \_\_\_\_\_  
N66 APPROVAL ☐ YES ☐ NO \_\_\_\_\_  
N6 APPROVAL ☐ YES ☐ NO \_\_\_\_\_

**DoD Policy Regarding the Use of DoD Telephones for Personal Telephone Calls**

1. The use of DoD telephones is limited to the conduct of official business. Official business calls include personal, local and long distance calls if:

a. the calls do not adversely affect the performance of employees' official duties or the mission of the employees' organization, and

b. the calls are of a reasonable duration and frequency, and

c. the calls reasonably cannot be made at another time.

2. Personal calls cannot result in a charge to the government even if the employee intends to reimburse the government. Thus, a personal long distance call must either:

a. be to a 800 toll-free number

b. be charged to an employee's home phone or another non-government number

c. be charged to a called party if a non-government number, or

d. be charged to a personal telephone credit card.

3. Personal calls for information assistance may not be charged to the government. Reimbursing the government for unauthorized calls does not exempt violators from disciplinary action. Use of DoD controlled networks is not authorized for personal calls.

4. Examples of permissible types of personal calls include:

a. checking on a family member

b. making or canceling personal appointments

c. checking on the status of home or auto repairs, and

d. notifying family members of overtime requirements or a change in schedules.

**PERSONAL CALLS CANNOT UNDER ANY CIRCUMSTANCES RESULT IN A CHARGE TO THE GOVERNMENT EVEN IF THE EMPLOYEE INTENDS TO REIMBURSE THE GOVERNMENT.**



**Long Distance Dialing Procedures for NAVCRUITCOM Headquarters (HQ)**

1. Defense Switched Network (DSN). Dial "94" and the seven digit DSN number. The DSN prefix for NSA Mid-South is "882". A DSN directory is located at the Defense Information Systems Agency (DISA) website <http://dsnbbs.ncr.disa.mil/dsn/directory/conus.html>.

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2. Off-Net DSN. Some NAVCRUITDIST offices can be reached on DSN by patching through a nearby military installation. To place a call in this manner:

a. Dial "94" and the seven digit DSN military installation number.

b. Tell the military installation operator "This is an official Navy Recruiting Command call," and ask to be connected to the specific Area Code and telephone number that is being dialing.

3. Collect Calling Enhanced Call Routing (ECR). To reach various NAVCRUITREG/NAVCRUITDIST HQ offices and NAVCRUITCOM HQ, dial 1-866-628-7327, and make a selection from the menu options.

4. Commercial Direct Calling. Dial "98" for outside access, "1" for long distance service, then the Area Code and seven-digit telephone number. Use this procedure only when DSN or Off-Net DSN is not available. The Area Code and prefix for NSA Mid-South is (901) 874-xxxx.

5. Personal Calls. There are four ways to use NAVCRUITCOM Headquarters DoD telephones without incurring a charge for a long distance call:

a. Home Charge. Charge the call to a home telephone number or a non-government telephone number (third-party charge). Dial "98", "0" for an outside operator; inform the operator to place a third-party call.

b. Collect Call. Dial "98", "0" for an outside operator in order to place a collect call.

c. Personal Telephone Credit Card. Dial "98", and follow the procedures provided by the particular telephone credit card company.

d. Toll-Free. Dial "99", "1-800/866, etc." and the seven digit number.

6. International Calls. By default, the International calling feature is not activated on phone lines. Send requests for activation to the NAVCRUITCOM N6 TSCO, including the phone number the call will be placed from and activation period. Once the official business calls are completed, the international feature will be deactivated.

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17 June 2011

Note: PERSONAL CALLS CANNOT UNDER ANY CIRCUMSTANCES RESULT IN A CHARGE TO THE GOVERNMENT EVEN IF THE EMPLOYEE INTENDS TO REIMBURSE THE GOVERNMENT.

**Long Distance Dialing Procedures for NAVCRUITCOM Subordinate Commands**

1. Defense Switched Network (DSN). If DSN access is available, dial the installation outside access number and the seven digit DSN number. A DSN directory is located at the Defense Information Systems Agency (DISA) website <http://dsnbbs.ncr.disa.mil/dsn/directory/conus.html>. (R)
2. Off-Net DSN. If calling from a government installation, some Area/District offices can be reached on DSN by patching through a nearby military installation. To place a call in this manner: (R)
  - a. Dial the installation outside access number and the seven digit DSN military installation number (R)
  - b. Tell the military installation operator "This is an official Navy Recruiting Command call," and ask to be connected to the specific Area Code and telephone number that is being dialing.
3. Collect Calling Enhanced Call Routing (ECR). To reach various Region/District HQ offices and NAVCRUITCOM HQ, dial 1-866-628-7327, and make a selection from the menu options.
4. Commercial Direct Calling. Dial "9" for outside access, "1" for long distance service, then the Area Code and seven-digit telephone number. Use this procedure only when DSN or Off-Net DSN is not available.
5. Personal Calls. There are four ways to use NAVCRUITCOM Headquarters DoD telephones without incurring a charge for a long distance call:
  - a. Home Charge. Charge the call to a home telephone number or a non-government telephone number (third-party charge). Dial "9", "0" and ask the military operator, if located on a government installation, for an outside operator; inform the operator to place a third-party call. (R)
  - b. Collect Call. Dial "9", "0" and ask the military operator, if located on a government installation, for an outside operator in order to place a collect call. (R)
  - c. Personal Telephone Credit Card. Dial "9", and follow the procedures provided by the particular telephone credit card company.
  - d. Toll-Free. Dial "9", "1-800/866, etc." and the seven digit number.
6. International Calls. By default, the International calling feature is not activated on phone lines. Send requests for activation to the NAVCRUITCOM TSCO, including the phone number, the call will be placed from, and activation period. Once the official business calls are completed, the international feature will be deactivated. (R)

17 June 2011

**Note:** PERSONAL CALLS CANNOT UNDER ANY CIRCUMSTANCES RESULT IN A CHARGE TO THE GOVERNMENT EVEN IF THE EMPLOYEE INTENDS TO REIMBURSE THE GOVERNMENT.

<p align="center"><u>NAVCRUITCOM Custody Card for Cellular Phones, Blackberrys, and Air Cards</u></p>		
1. Region/Dept/District:		2. NAVCRUITSTA:
3. Name:		
4. ACCEPTANCE OF CUSTODY		
I,		accept custody of the following equipment:
(NAME)		
<i>"Place the serial number next to the model that you have."</i>		
Brand Name	Model #	Serial Number/Telephone Number
<p>COMNAVCRUITCOM 2061.2 is the active telecommunications instruction for NAVCRUITCOM Headquarters and all field activities. It clearly states that the use of DoD telephone systems, including calls over commercial systems/equipment being paid for by the government <b>is limited to the conduct of official business</b>. Supervisors at every level are responsible for ensuring that all telecommunications equipment is used in the manner that it is intended. Per Telecomms Action Plan dated 12 Aug 04, the above listed cellular telephones, Blackberrys, and Air Cards have been justified as mission critical.</p>		
Signature		Date

**NAVCRUITCOM Custody Card for Cellular Phones, Blackberrys and Air  
Cards**

**6. Written Justification:**

**Instructions for Ordering Local and Long Distance Telephone  
Service for NAVCRUITCOM Subordinate Commands**

1. Upon approval of request, orders for local and long distance service will be entered and submitted via the Telecommunications Ordering and Pricing System (TOPS) (<https://topsorder.ftsbilling.gsa.gov/>), GSA's web-based ordering system, by the TCO. The request will be routed to the Regional GSA Representative servicing that particular location for processing. The Regional GSA Representative will contact the TCO to verify order request and to provide a completion date.

2. Upon completion of the order, the Regional GSA Representative will forward a completion notice to the TCO which will contain the specific phone number for the line ordered.

3. GSA is NAVCRUITCOM's agent of record, who has authority and will coordinate with the Local Exchange Carrier (LEC) to ensure that the long distance provider is MCI (Phone Identification Code (PIC) Code 222), billed at the government rate under GSA Networx. (R)

4. A command representative must be registered with Verizon as the Designated Agency Representative (DAR). The DAR for NAVCRUITCOM is the TSCO. The DAR is the liaison between the Networx customer (TCO) and Verizon. When a new telephone service is installed, the TCO will issue an order through TOPS for Networx virtual on-net service, as soon as the new telephone number(s) is provided by the local telephone company. The new long distance number will not initially come on line with Verizon and although GSA is NAVCRUITCOM's agent of record and will act for us to ensure that the long distance line is PICed to Verizon (PIC Code 222), the TCO needs to ensure that the new service is in fact cut-over to Networx. When the new service is cutover to Networx, Verizon may call the customer for verification. If not, within 45 days after the order has been submitted the customer should dial "00" to verify that the line is on Verizon service. (R)

5. For long distance service at previously closed or part-time offices being re-opened, and new offices, the TCO will submit a request to the NAVCRUITCOM TSCO to have the Agency Hierarchy Code (AHC) registered with Verizon. This registration process ensures that the long distance service is rated at the Networx contract pricing vice commercial pricing. (R)

6. To obtain access to TOPS, select "Request New Login" from the main screen of the TOPS website. Complete as many fields as possible and select the "Send" button. GSA TOPS will contact you with further information.
7. A Customer User Guide for TOPS is available on the website.
8. Any concerns with orders or other problems may be addressed to the TOPS Help Desk, (877-944-8677).